

SAP 'Last Delivery' indicator marked in confirmation (834649 / 2014)
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Incident Administration
Classification

Message **834649 / 2014**
 created 04.09.2014 - 09:49:30 CET
Reporter A.W. Gijzen
Customer Akzo Nobel Sourcing B.V. (22884)
Last change 26.02.2015 - 08:26:24 CET by A.W. Gijzen
Status **Customer Action**
 Automatic closing of message on 19.03.2015
Language English
Component SRM-EBP-CGS
Priority
 Business operations are seriously threatened and urgent tasks cannot be executed.
 To send a High message to SAP the Affected System must be production or the imminent go live/upgrade is jeopardized. If a go-live/upgrade is jeopardized, enter a Go-live/Upgrade date in the Business Impact section.
 Please complete the "Business Impact" section below and allow remote system access for immediate and faster support by SAP

Affected System

System ID / Name ED1 / ED1(ALKN1651) - SRM Development System
Installation No. / Name 0020106693 / mySAP EBP install .
System Type
Product Version SAP SRM 7.0
Operating System NT/INTEL WIN2000
Database MSSQLSRV 9.0.3042
Technical Usage Type No technical usage types available
Changed on 16.02.2015 by SAP
Connection Status Access Data Provided / Connection Open

[Show All System Data](#) [Maintain Access Data](#) [Maintain Service Connection](#)
Business Impact

Create a new Business Impact (optional)

Business Impact History

04.09.2014 - 09:49:33 CET - by A.W. Gijzen
 Pending GoingLive or Upgrade Is at Risk No
 Core business processes are affected and are at serious risk Yes
 Number of Affected Users 500
 Is there a workaround? No

Description of Business Processes with Business Impact:
 'Last Delivery' indicator marked in the Production System (EP1) in a confirmation, but the 'No Further Confirmation' indicator doesn't get updated to 'Yes' in the PO in SRM and hence 'Delivery Completion' indicator is not getting checked in the backend System.

Connection open

With [Semi Automatic Opening](#) you can enable SAP to open service connections to your systems independently - at any time and without customer interaction.

 Access data provided Make sure to maintain the [Contact Persons](#) section below!

Problem Details: 'Last Delivery' indicator marked in confirmation
Communication

**26.02.2015 - 08:26:23 CET - by SAP**

Hi Kumar,
 Can you please provide me the confirmation wherein you have selected last delivery indicator for further analysis?
 Best Regards,
 Amudha RV

23.02.2015 - 17:22:08 CET - by A.W. Gijzen

hi Amudha,

Sure We can have screen Sharing to discuss on this issue.

we can have screen sharing on Tuesday at 4:00 PM IST.

please let me if its convient for you. Thanks

Kumar Gaurav

20.02.2015 - 10:33:04 CET - by SAP

Hi Kumar,
I have checked both the Confirmations 4001090755 & 4001090756 in
BBP_PD .
At item level the flag FINAL_ENTRY is not set it is still empty. Did
you set the flag while creating the confirmations please confirm?
I want to have screen sharing session with you on Monday please let me
know your convenient time?
Best Regards,
Amudha R V
amudha.r.v@sap.com

18.02.2015 - 14:13:54 CET - by A.W. Gijzen

hi Amudha,

I have provided access for SAP_ALL for the user BRINKSE in EQ1 (Quality
system).

kindly let me know if you need any more help with regard to this. Thanks
Kumar gaurav

16.02.2015 - 06:24:30 CET - by SAP

Hi Kumar,
The user -BRINKSE does not have authorization to open BBP_PD
transaction. Please provide SAP_ALL authorizations for this user.
I need to check the transfer to confirmation from SRM to ERP.
Best Regards,
Amudha R V

13.02.2015 - 11:36:34 CET - by A.W. Gijzen

hi Amudha,

The Confirmation number is 4001090755 & 4001090756

The purchase order 4570130343&4570130344

kindly use the below credentail in EQ1

User id: BRINKSE
PWD: Hellohi@12

kindly let me know if you need more detail.

you can reach out to my cell +91-7829969429

kumar Gaurav

13.02.2015 - 10:59:39 CET - by SAP

Hi,
The login credentials are not working (tried with ED1/100 and EQ1/100)
. Please check.
I need PO and Confirmation number also.
Best Regards,
Amudha R V

10.02.2015 - 08:32:00 CET - by A.W. Gijzen

hi Team,

you can use the below credentail to log into SRM GUI

user id: GAURAVK
Pwd: Kumar981@

in order to login to ECC are you not able to login using Dialog user
from SM59.

kindly try to log in using dialog user.

if you need more detail let me know.

Kumar Gaurav

03.02.2015 - 11:22:48 CET - by SAP

Hi Kumar,
Can you please provide me information on SRM system and ERP
system (sapgui). I need to login to your SRM and ERP (SAPGUI) system
tocheck the PO and confirmation.
Best Regards,
Amudha R V

02.02.2015 - 08:07:46 CET - by A.W. Gijzen

Hi Team,

Please use the below details:-

Url for portal:-

<http://srm7q01.akzonobel.intra:8000/sap/bc/nwbc/?sap-client=100&sap-language=EN>

User id:- BRINKSE

Password: Hellohi@12

kindly let me know if you need any more details. Thanks

Kumar Gaurav

27.01.2015 - 05:45:44 CET - by SAP

Hi,

Can you please provide me SRM system details I could not find system IBC_052. As per the initial communication I am trying to access EQ17100 with provided user - EFETU in secure area. Please provide me more details I need to login to SRM portal also.

Best Regards,

Amudha R V

23.01.2015 - 10:24:33 CET - by SAP

Hi Kumar Gaurav,

Thanks for the screenshots. I am forwarding the message to our SRM colleagues for further analysis.

Thanks & Regards,

Vidya

MM-SRV Development Support

22.01.2015 - 07:23:13 CET - by A.W. Gijzen

Hi Vidya,

we have created the test data kindly refer to below document for reference for further analysis:-

confirmation Number:-4001090755 & 4001090756.

System :- IBC_052

please connect via RFC SM59 if you need any additional Authorization please let me know. Thanks

Kumar Gaurav

20.01.2015 - 11:29:51 CET - by SAP

Dear Customer,

This is Vidya from MM-SRV development support analyzing the message. Apologies for the delay. Could you please capture the test data for BAPI_ENTRY SHEET_CREATE and provide me with the same. From R/3 perspective, we need the test data to analyze the scenario. Also please provide me with the R/3 system name and connection and login details as well.

To do this, please see the attached note with the number 539978. As in the note described, please

- set the Parameter FBGENDAT 'X' in the backend system for the RFC user of the SRM system

- execute the report FBGENDAT in R/3 system in the mode 'A'. (Mode 'B' in Production System.) Mode 'A' will not create the document in R/3 system.

after activating this report, test data will be created by every BAPI_ENTRY SHEET_CREATE call.

- Create Confirmation from SRM.

- please deactivate the generation of test data in report FBGENDAT.

Once the test data is provided, we will analyze the message with the highest priority and update you at the earliest.

Thanks & Regards,

Vidya

MM-SRV Development Support

20.01.2015 - 07:47:02 CET - by A.W. Gijzen

Hello OSS team,

Could you advise some status on this issue...?

Thanks,

Arun K,

7829440441.

13.01.2015 - 09:07:11 CET - by SAP

Contact Person: Mr. Joh Reijtenbach (TQM)

Call time: 2015.01.13 / 16:03:51 / UTC+8

Subject of Call: Request to speed up.

There is no update more than three months. Please assist as soon as possible. Thank you.

Business impact:

Production issue. Purchasing is impacted.

Is the system currently down? no

Product affected: EHP 2
Number of Affected Users: 500
Department / Service affected: the whole company
Process /activities users cannot perform: users are able to insert data but are not able to update.
Workaround: No
Consequences if the activities cannot be performed: the indicator are not getting the update, losing data.
Financial losses: There is financial loss but cannot quantify.
CP: Cumar +91 78 299 69 429

12.01.2015 - 13:06:58 CET - by A.W. Gijzen

Hi SAP OSS team,

Please update some status on this..?

Thanks,
Arun K,
7829440441.

09.01.2015 - 08:12:59 CET - by A.W. Gijzen

Hi SAP OSS Team,

Its been 2 months since no response on this message. We don't understand what is stopping to keep this message 2 months without any updates and simply keeping this in processing by SAP.

Please provide some status on this and take it as very high priority cause we are unable to answer our customers.

Please let us know if you need any further help.

Thanks,
Arun K,
7829440441.

25.11.2014 - 17:00:08 CET - by SAP

Contact Person: Mr Cumar
Call time: 2014.11.25 / 15:52:41 / GMTUK
Reason for Call: Speed-up / Status update
Production issue
Is the system currently down? no
Product affected: EHP 2
Number of Affected Users: 500
Department / Service affected: the whole company
Process /activities users cannot perform: users are able to insert data but are not able to update.
Deadlines: daily
Workaround: No
Details in regards to the workaround: none.
Consequences if the activities cannot be performed: the indicator are not getting the update, losing data.
Financial losses: no quantified.
Contact person: Mr Cumar
Telephone: +91 78 299 69 429

22.10.2014 - 11:40:24 CET - by A.W. Gijzen

hi Amudha ,

we have created a test data the purchase order in EQ1 system 4570104214

the confirmation posted with last delivery indicator marked 4000620294.

let me know if you need more detail

Kumar gaurav

23.09.2014 - 08:53:10 CET - by A.W. Gijzen

hi Team,

Thanks for the update I will create the test data and update you with details. Thanks

Kumar gaurav

08.09.2014 - 07:55:47 CET - by SAP

Dear Customer,
I am Amudha R V, from Development Support would be checking this issue further. I have checked the given PO in the attachment and found the issue is that the PO in ERP is not updated with delivery_completed flag even the corresponding service entry sheet has the final_entry flag set to 'X' and acceptance - 'X'.
This issue needs to be further analyzed by the experts from MM-SRV area. I found in EQ1 the issue is checked with Material item but in EP1 the PO has hierarchy items. Can you please try to simulate the issue in EQ1 by creating a similar PO 4570117340 (exists in EP1 system). If the issue exists, request you to create test data from BAPI_SERVICEENTRY_SHEET_CREATE from EQ1 system. Please refer the note -539978 for test data generation.
Best Regards,
Amudha R V

04.09.2014 - 13:38:33 CET - by SAP

Dear customer,
I'd like to inform you that I have forwarded your incident to the development support.
My colleagues on that team will be contacting you shortly.
Best regards,
SAP Active Global Support

04.09.2014 - 13:36:01 CET - by SAP

Dear Kumar Gaurav,

thank You for contacting SAP Active Global Support.
I managed to access system EQ1 100, display example PO document 4570104109 and make some other checks.

I have forwarded Your incident for further processing to the development support.
One of my colleagues will get in contact with you soon.

Kind regards
Gergo Domjan
SAP Active Global Support

04.09.2014 - 10:00:28 CET - by A.W. Gijzen

hi team,

The test Data is provided of EQ1 system.

please check in EQ1 system. let me know if you need more detail. Thanks

Kumar Gaurav

SAP Notes**SAP Notes which have been implemented to resolve the issue**

Please fill out the following table with SAP Note numbers you have implemented to resolve the problem and give a short description of the result.

Note number	Not relevant	Implemented and still in systems	Implemented but removed afterwards	Comment

Contacts & Notifications

	Name	Phone Number	Mobile Telephone	E-Mail	Notification	
Reporter	A.W. Gijzen	+31 26 366 2595	+31 6 51277291	arthur.gijzen@akzonobel.com	By SMS	By e-mail
Opening System						
Other					By SMS	By e-mail
Other					By SMS	By e-mail
Other					By SMS	By e-mail

Attachments

Enter unique file description		Choose file	No file chosen		Upload
Description	File Name	Created from	Date	Time	-
Enter unique file description	Last Delivery Indicator.docx	A.W. Gijzen	04.09.2014	09:49	